



PSC NEWS

Missouri Public Service Commission

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PSC APPROVES AGREEMENT REACHED IN STAFF COMPLAINT AGAINST MANUFACTURED HOME DEALER

Jefferson City (September 10, 2004)---The Missouri Public Service Commission has approved an agreement reached between the PSC Staff and Coachman Homes of Eureka, Inc. (Coachman) which resolves a complaint brought against the manufactured home dealer by the PSC Staff.

The agreement approved by the Commission:

- 1) provides restitution for the customer with the damaged home;
- 2) requires further inspection and correction, if needed, of the anchoring of homes at Coachman's expense;
- 3) requires Coachman to discontinue the use of a certain subcontractor;
- 4) requires Coachman to pay a penalty; and
- 5) provides a provision for future penalties in exchange for Staff's dismissal of the complaint.

In the complaint, the PSC Staff had alleged Coachman violated Commission rules by failing to properly anchor a manufactured home. According to the complaint, the home was later destroyed in a wind storm because of that alleged failure.

According to the agreement, a settlement agreement has been reached with the customer for restitution of damages to the home which was allegedly anchored improperly. In addition, Coachman will arrange for the removal of the destroyed manufactured home without any cost to the customer.

The manufactured home mentioned in the complaint was anchored by a Coachman subcontractor. A list of all other manufactured homes anchored by this Coachman subcontractor has been submitted to the Commission. Under the terms of the agreement, the PSC Staff sent notice to these homeowners notifying them that they can request an inspection of the anchoring of their homes by contacting the PSC. Inspections will be conducted by representatives of Coachman and the PSC Staff. Anchoring and tie-down of each manufactured home will be inspected at no cost to the homeowner and Coachman will pay for any necessary repairs of a major anchoring deficiency.

Under the terms of the agreement, Coachman will also pay a \$2,000 penalty. In addition, if any major anchoring problem occurs to a home sold through Coachman's St. Peters, Eureka or Herculaneum locations within 5 years, Coachman will pay a \$5,000 penalty for each new occurrence and the PSC Staff reserves the right to re-file this case for reconsideration.

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